

Frequently asked questions

Lumen MAPD + Dental plan insured by UnitedHealthcare[®]

What is the premium for the MAPD + Dental Plan?

This plan is being offered to eligible Lumen retirees and dependents at a contribution of \$0-\$150 per month, depending on your current HRA/SHARE company subsidy cap. Please refer to your Annual Enrollment Worksheet that you should have received in early November to review your monthly premium.

If you have questions regarding your premium amount, contact The Lumen Health and Life Service Center at Businessolver at **833-925-0487** or go to **lumen.com/healthbenefits**.

How do I find a dental provider that is in-network?

Go to **lumen.com/MAPD** and click on the “Find a provider” page. No additional premium required for dental coverage within the Lumen MAPD + Dental plan.

Will my mail order/home delivery prescriptions transfer?

If you are currently enrolled in a Part D plan provided by Optum Rx through UnitedHealthcare, your mail order/home delivery prescriptions will transfer automatically.

We are not able to transfer your prescriptions from your current mail order pharmacy. We encourage you to have your provider write you a new prescription to be filled at Optum[®] Home Delivery through Optum Rx Pharmacy. Beginning January 1, 2023, your Preferred Mail Order Provider will be Optum Rx Pharmacy. Once you are enrolled, the UnitedHealthcare Quick Start Guide you receive in late December will include Optum Rx Pharmacy contact information.

If I enroll into the Lumen MAPD + Dental plan this year, can I go back to HRA the following year?

Yes, each year during Annual Enrollment you will have the choice between the Lumen MAPD + Dental plan and the HRA benefit.

What is the maximum medical out-of-pocket and what applies to it?

This plan includes a \$950 annual medical out-of-pocket maximum which is the most you will pay during a calendar year. All Medicare covered copays and coinsurances accumulate towards the out-of-pocket maximum.

Is macular degeneration coverage included within the Lumen MAPD + Dental plan?

Yes, macular degeneration is covered under the plan. Retirees will pay a \$35 specialist copay for their Medicare covered vision exam. Separately, eye refraction for glasses or contacts constitute “routine eye exams” and are covered at 100% as part of the Lumen MAPD + Dental plan.

Is Durable Medical Equipment covered under this plan?

The Lumen MAPD + Dental plan covers all medically necessary Durable Medical Equipment, or DME, at 80% coinsurance. Retirees pay 20% coinsurance.

DME includes equipment such as IV infusion pumps, oxygen equipment, C-PAP machines, walkers, wheelchairs, nebulizers, etc.

How does this plan work with Veterans Affairs (VA) benefits or Tricare?

The Lumen MAPD + Dental plan is separate from VA benefits. If retirees seek care from a VA facility, they should continue to use their VA identification. If retirees choose to seek care from a private facility, they would use their Lumen MAPD + Dental plan ID card.

Tricare will coordinate with the Lumen MAPD + Dental plan as a secondary payer. Retirees will need notify their provider during the visit that they have Tricare coverage. The provider will bill UHC primary and then Tricare secondary.

What gyms participate in the Renew Active® program?

Visit uhcrenewactive.com/location

How are diabetic supplies covered under this plan?

- Diabetic shoes and inserts are covered at 80% coinsurance; retirees pay 20%
- Monitoring supplies are \$0 copay to retirees who use ACCU-CHEK and OneTouch brands
- Continuous glucose monitors are covered at 100%
- Insulin pumps and supplies are covered at 80% coinsurance; retirees pay 20%